



# Mississippi Valley Workforce Development Board

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## Operations Committee Meeting Agenda Wednesday, July 12, 2023, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/86528579599?pwd=MzUxR0NMaHMvTjFsL0NxdXc3MjNBUT09>

Meeting ID: 865 2857 9599 Passcode: 124664

One tap mobile: +16469313860,,86528579599# US

Called to Order	Matthew Nicol
Roll Call	
*Consent Agenda	Matthew Nicol
Excused Absences	
Approval of Agenda	
Approval of Previous Meeting Minutes	
 <b>STANDING REPORTS</b>	
One-Stop Operator Report (Page 6)	Nick Clayton
Adult/DW/RR Report/Narrative Report (Page 13)	Kendra Schaapveld
Title III Report (Page 22)	Jana Wittenberg
 <b>NEW BUSINESS</b>	
Laptop Checkout Policy Mod. (Page 25)	Miranda Swafford
Other Business	
Public Comment	
Adjourn	Matthew Nicol

\*Items Requiring a Vote, \*\* Items Requiring a Roll Call Vote

### Accommodations

Accommodations are available upon request for individuals with disabilities. If you need accommodation, please contact Mandy Tripp at [assistant@mississippivalleyworkforce.org](mailto:assistant@mississippivalleyworkforce.org) or at 1-844-967-5365 option 3.



## Mississippi Valley Workforce Development Board

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### **Operations Committee Meeting**

Wednesday, June 14, 2023, at 4:00 p.m. via Zoom

**Members Present:** Mathew Nicol, Kirby Phillips, and Ryan Drew

**Members Absent:** Scott Schneider (excused) and Tim Gobble (unexcused)

**CEOs Present:** none

**Staff Present:** Miranda Swafford, Executive Director, Andrea Taylor, Associate Director, and Mandy Tripp, Executive Assistant

**Service Provider Staff Present:** Kendra Schaapveld, Project Director; Tabytha Seigfried, Quality Assurance Specialist; Taylor Longstreth, Operations Manager; Shannon Weaver,

**One-Stop Operator:** Nick Clayton

**Guest:** Tim Snyder

*\*Items Requiring a Vote, \*\* Items Requiring a Roll Call Vote*

### **CALLED TO ORDER**

Nicol called the meeting to order at 4:06 p.m.

### **EXCUSED ABSENCES**

Drew made the motion to excuse Scott Schneider's absence, Phillips seconded, motion carried. Tim Gobble had an unexcused absence.

### **QUORUM**

The committee had a quorum to conduct business.

### **\*APPROVAL OF AGENDA**

Phillips made a motion to approve the agenda, seconded by Drew, and the motion carried.

### **\*APPROVAL OF PREVIOUS MINUTES**

Phillips made a motion to approve the previous meeting minutes, seconded by Drew, and the motion carried.

## **STANDING REPORTS**

### **ONE-STOP OPERATOR REPORT**

Clayton reviewed the numbers for May. Facebook's total reach in Davenport was 6,787 and Burlington's Facebook total reach was 7,170 which may be due to a change on Facebook to force business pages to use Meta Suite. Customer Satisfaction was 82%, however, only 17 surveys were completed. Davenport and Burlington have both started providing in-person basic computer skills workshops in June.

### **ADULT/DW/RR REPORT**

Schaapveld reported they received a WARN notice for Lutheran Services in Iowa for a contract ending for family center services which will impact 64 employees. Services are to be provided in June. There have been 3 Adult enrollments with the caseload currently at 73 active and 102 follow-ups Dislocated Worker currently has 97 active with 62 follow-up. There was 0 OST, 4 WBL and there was a 93.96% customer satisfaction rate. Outcomes- 11 credentials, 25 unsubsidized employment, 37 measurable skills gains, 3 internships started and one adult transitional job started. Schaapveld stated these numbers are pretty standard for the end of a semester. Swafford asked if Nicol preferred this format, and he advised it was easier to put a narrative with the PowerPoint, so he did like this format.

### **TITLE III**

Data was included in the packet.

### **\*PY23 GOALS**

Swafford presented the PY23 goals that she had worked on with Price-Wells. Weaver expressed concern about the trade act being phased out and how it will have a big impact on enrollments. Schaapveld gave some insight into how difficult it is to sell our services in a time of very low unemployment. Swafford advised they would like to see some sector strategy events quarterly based on our in-demand industries. Drew made a motion to accept the PY23 goals as written with only a change to specific quarter industries being removed to allow them the flexibility to hold them when it may better suit a specific industry., seconded by Phillips and the motion carried.

### **PY23 FUNDING PRIORITIES**

Swafford advised we have not received our budget allocations yet, so if anyone has any specific projects or initiatives, they would like to see the board pursue, send her an email with any ideas.

### **COMMITTEE MEMBERSHIP REVIEW**

Taylor reviewed the current membership and reviewed the changes that are happening with Drew moving to the finance committee and a new board member on the committee after approval.

### **\*COMMITTEE CHAIR/VICE ELECTIONS**

Drew made a motion to keep Nicol as the chairman of the operations committee and Phillips as the vice chair, Phillips seconded the motion, and the motion carried.

### **Q3 PERFORMANCE**

Swafford presented the Q3 data. After some discussion on what the data means, Swafford advised we can provide the dates for the specific data to understand how old the information is and the only real-time data is the measurable skill gains.

**STYLE GUIDE**

Tripp presented an overview of the style guide for outreach. Swafford added the state has reviewed it and Nicol added he liked the way it is put together with structure but allows for creativity.

**OTHER BUSINESS**

Swafford advised we are still looking for a small business owner to fill an immediate board vacancy, if anyone has any suggestions, please get them to Taylor.

**PUBLIC COMMENT**

There was no public comment.

**ADJOURNED**

Nicol adjourned the meeting at 5:09 p.m.

# One-Stop Operator Report

June saw a good turn out to hiring event except for the Team Staffing event which is typically low in attendance.

Workshops for June showed similar numbers with a bump in Unemployment Information Workshops in Burlington. No correlation has been seen as to why. As a note the Digital Literacy Workshop in Burlington was labeled under other so an exact number is not known but this has hopefully been corrected for the future.

VOS numbers had a slight increase in both centers but nothing of note.

Facebook Reach numbers are similar to last month's. This tells me that the drop we saw from April to May may be more of something on Facebook's end as opposed to anything we are doing. It either has to do with their algorithm on what posts get shown to individuals or it has to do with how they calculate reach.


Customer Satisfaction at 80% which is below the 85% mark we are striving for. I attribute this to the surveys being automatically sent to customers on the 1<sup>st</sup> and 15<sup>th</sup> of each month so you might miss some people who do not check their account after services are received. Through a discussion with the state they have now added this survey to job seekers dashboards. This will allow us to get the survey out to more individuals receiving services so I hope to see customer satisfaction increase going forward. Most of the comments once again revolve around struggles with IowaWORKS and Unemployment sites being separate and not user friendly. We did have a negative comment directed at a staff member specifically that will be sent to their immediate supervisor.

Referrals seemed to be low this month and not as spread out among partners. I am going to work to schedule a training on the referral system to give a reminder of it's use and the importance of filling it out correctly.

Computer Literacy Workshops have been well received and we are seeing growth over the weeks in class size.

Upcoming events include large Des Moines County job fair tentatively dated for September 21<sup>st</sup>.

Continuous Improvement Opportunities include having trainings to give refreshers on accessibility technology and the referral system.



**IowaWORKS**  
A proud partner of the AmericanJobCenter network


One-Stop Operator  
June 2023



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## June Hiring Events/Job Fairs



**IowaWORKS**  
A proud partner of the AmericanJobCenter network

Date	Type	Location	Job Seekers
06/05/2023	Multiple Hiring Event	Davenport IowaWORKS	41
06/07/2023	Siemens Job Fair	Burlington IowaWORKS	14
06/15/2023	Team Staffing Hiring Event	Burlington IowaWORKS	2
06/26/2023	Multiple Hiring Event	Davenport IowaWORKS	24



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# MVWA June Workshops



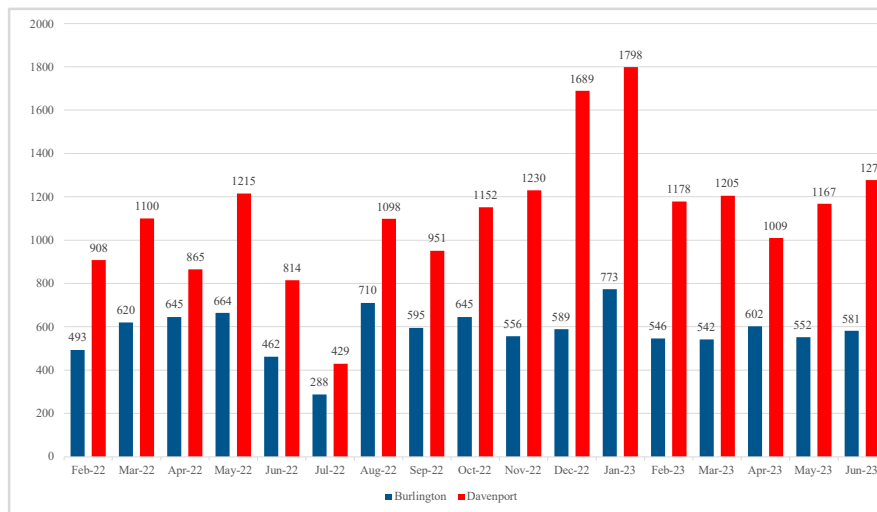
Workshop	Burlington	Davenport
Resumes	36	49
Job Search	3	118
Financial Literacy	0	3
Interviewing	49	56
Career Interest	7	16
Digital Literacy	(see other)	2
Personal Growth	8	18
Work Readiness	12	0
Labor Market Info	1	0
Unemployment Info	73	15
Job Finding Club	12	44
Other	9	0
NCRC	13	1



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# Historical VOS Numbers

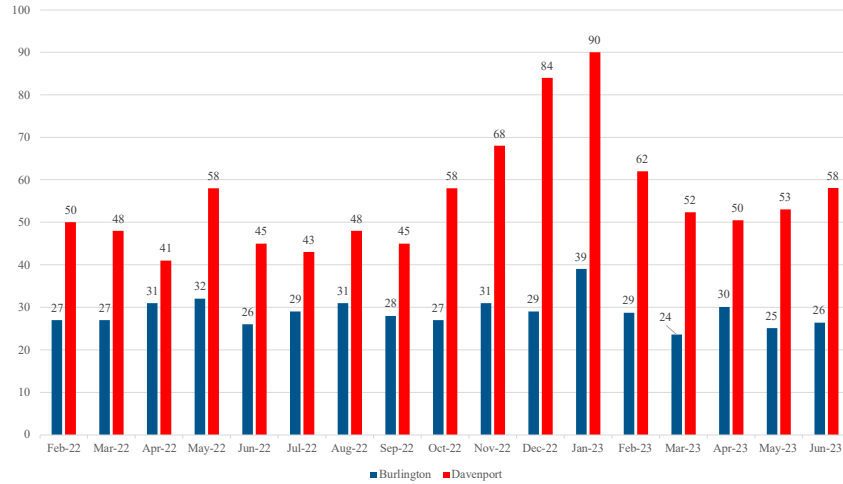


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# Historical VOS Numbers Daily Avg.

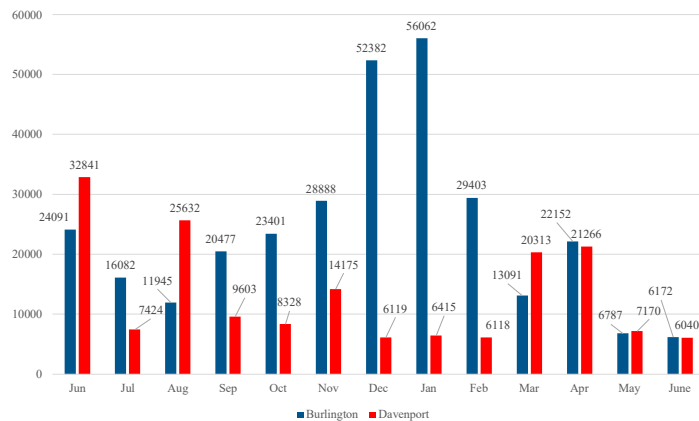


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# Facebook Reach



Office Page	Total Reach
Burlington	6,172
Davenport	6,040




*Reach: The number of unique individuals who saw any of your content*




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# Customer Satisfaction June



**20 of 25 (80%) responded “somewhat or very satisfied” to a majority of the questions**  
**9 of 13 (69%) Davenport responded “somewhat or very satisfied” to a majority of questions**  
**2 of 2 (100%) West Burlington**  
**9 of 10 (90%) online**


Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
100%	100%	91.4%	92.5%	69.4%	85.1%	85.7%	66.7%	85%	78%	96%	82%	80%



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# Customer Comments




## Areas of Concern

- Online process has too many different pages to log into, which makes what should be simple process, unnecessarily complicated.
- Please, please police the job listings more frequently. My profession alone has two pages of dead links on the job boards right now. If I click the apply button they go to a 404 error, but the job is still listed in my job contacts, so I have to be very diligent about deleting them so they don't accidentally get certified as a completed application.
- navigation for online is hard for computer illiterate people

## Positive Comments

- The service was good but the 2 website to enter are confusing causing me to miss weeks of compensation.
- They were knowledgeable on the resources in their Offices and had general Unemployment resource options that may be available to me locally.
- Staff is fantastic. Compassionate and overall helpful



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## MVWA June Partner Referrals



Referred To	Burlington	Davenport
Title I Adult/DW	7	19
Title I Youth	0	3
Title II (AEL/HiSED)	0	3
Title IV (Voc Rehab)	3	3
Veterans	2	0
AARP	1	0
CTE	0	3

Referred From	# of Referrals
AEL/HiSED	0
Promise Jobs	9
RCM/RESEA	12
Title I	1
Title III	12
Title IV	1
TAA	0
Outside	1
Cedar Rapids IowaWORKS	8

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## June Events



- 6/7 Siemens Gamesa Employer Event
- 6/8 Navigating Ageism Workshop
- 6/15 Team Staffing Job Fair
- 6/12 and 6/22 Basic Computer Workshop Davenport
- Every Wednesday Computer Literacy Workshop Burlington

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# Adult/DW/RR Report

## **Performance**

The final quarter of program year 22 wrapped up with 6 adult enrollments, 1 dislocated worker enrollment at a 118% of the goal for performance for the entire year. There were 4 participants that entered occupational skills training which resulted in 118% goal met for performance for the program year.

Work-based learning saw 7 participants begin a work-based learning across the adult and dislocated worker grants. 5 of those will end the program year at 100% of the goal and because most of the wages will be spent out of next year's program year's funding, the remaining 2 will count in next year's performance. The work-based learning consisted of 2 adult internships, 3 adult transitional jobs, and 3 dislocated worker internships. The program did not enroll anyone into National Dislocated Worker Grant on-the-job training and that grant closes 6/30/2023.

Program customer service continues to perform above expectations at 93.96% customer satisfaction rate. There were 23 surveys completed. Participants reported that staff were "exceptional" "incredibly welcoming and helpful" and "the support I received has helped me achieve my goals and encourage me to keep going." Overall, for Program Year 22, the program received 323 completed surveys with an overall 94.22% customer satisfaction rate.

All deliverables were achieved at 100% or higher for Program Year 22 for the Adult and Dislocated Worker Program. The National Dislocated Worker Grant saw the enrollment deliverable achieved at 315% and the on-the-job training deliverable achieved at 11%.

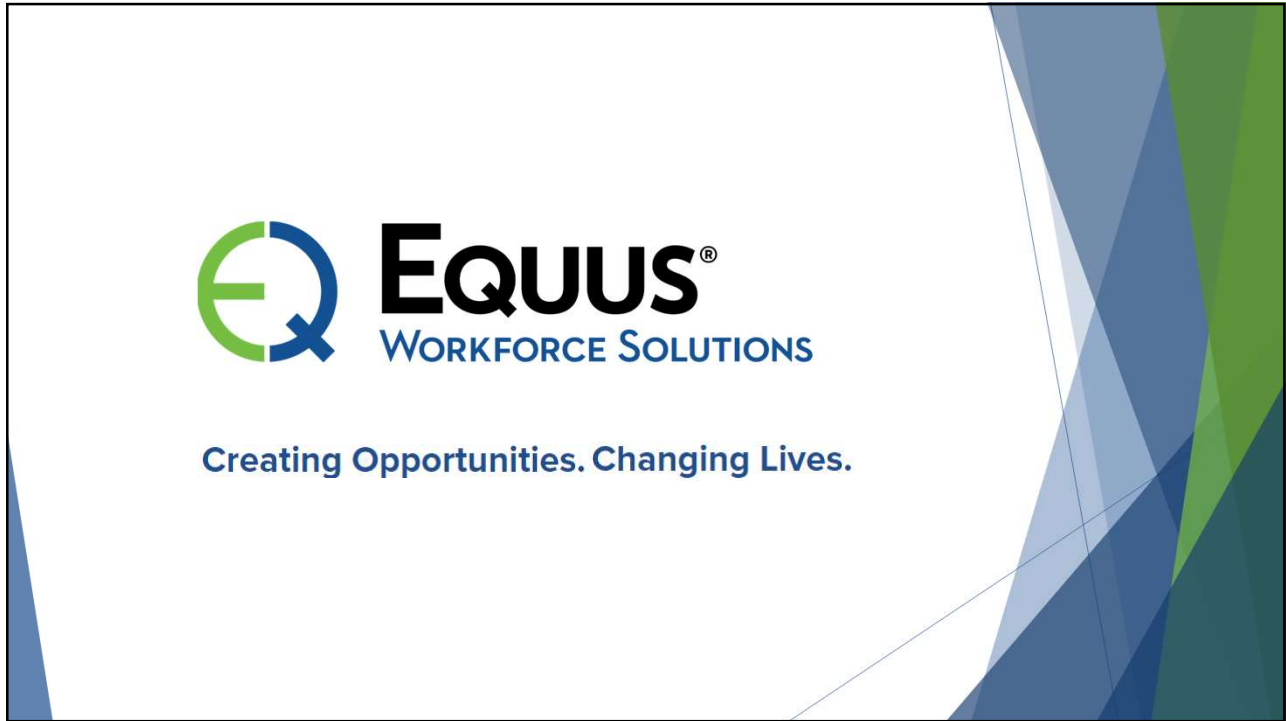
## **Rapid Response Summary**

As we received WARN for Lutheran Services in Iowa contract end, we completed Worker Information Meeting via virtual and in person at the Davenport location. Only a handful of staff in attendance online and in person. HR director has followed with the Rapid Response Team Lead multiple times on the confusion regarding the unemployment answers their impacted workers are receiving from the customer service line. We are passing along the information as we can.

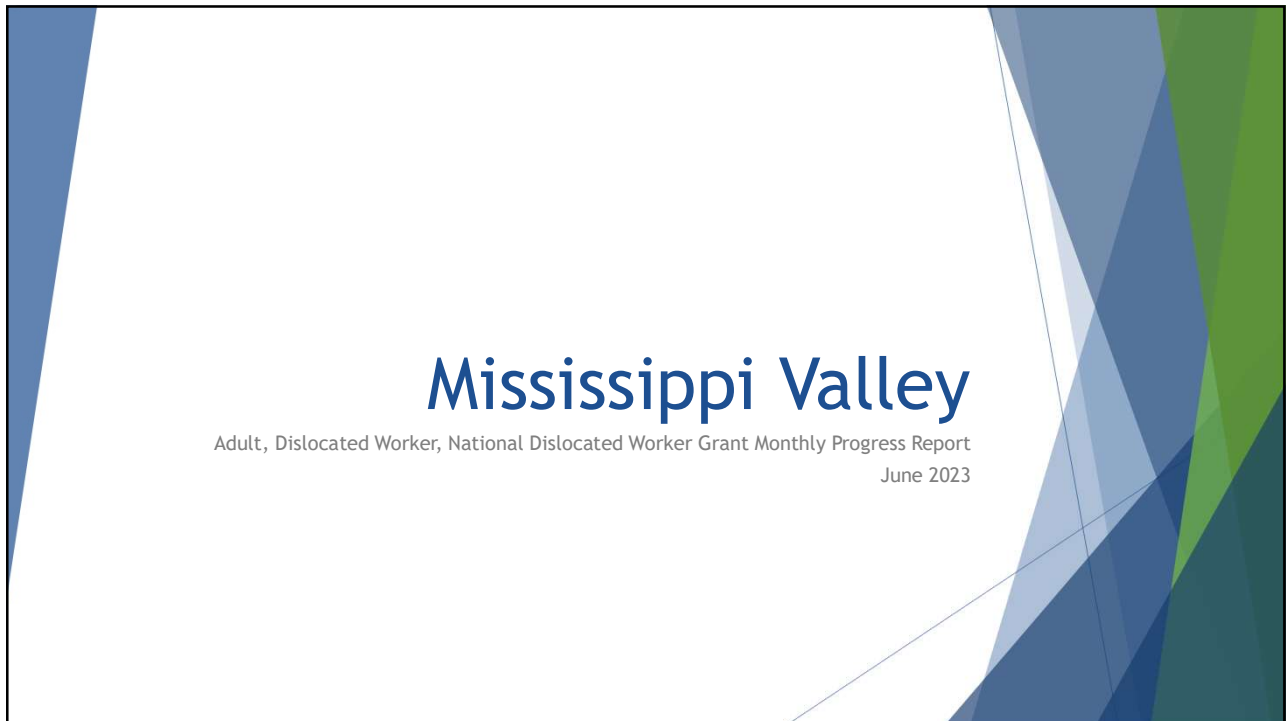
We also received an update on the David's Bridal WARN regarding the Davenport location. When the Rapid Response Team Lead reaches out, we get an automated response.

## **Policy Deployment**

Working to implement virtual reality into adult work-based learning



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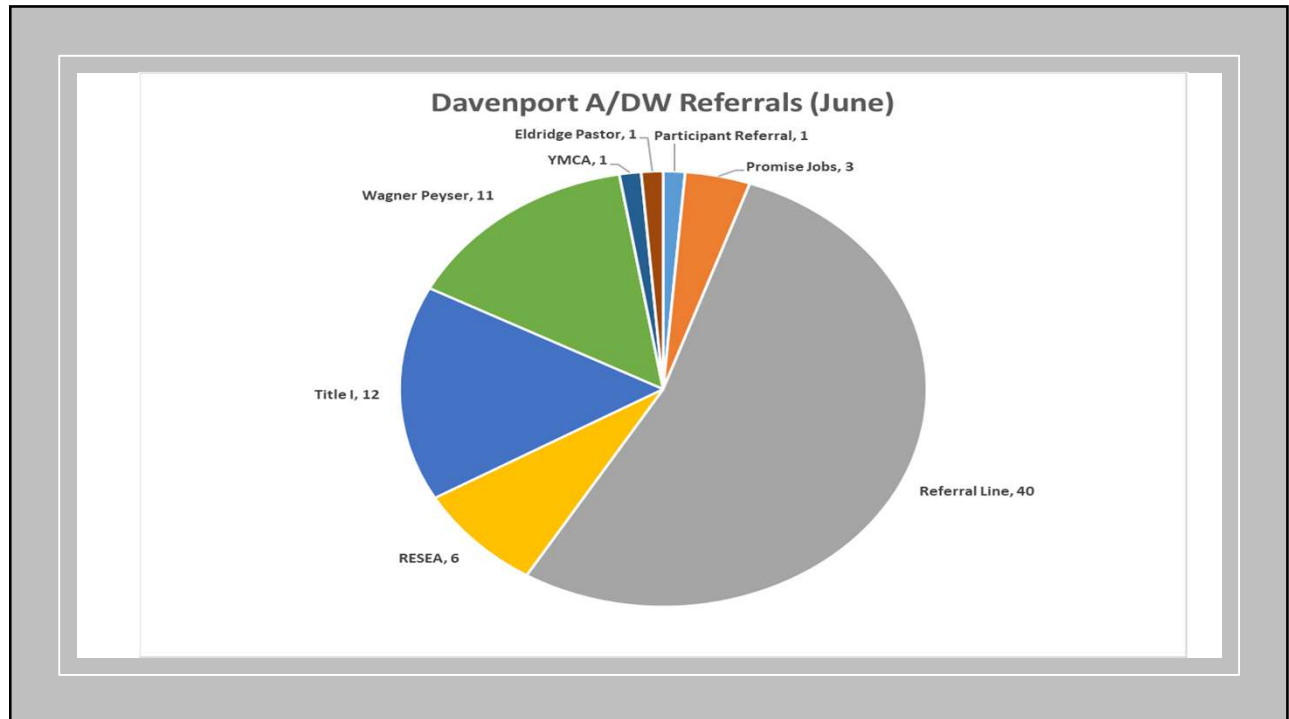


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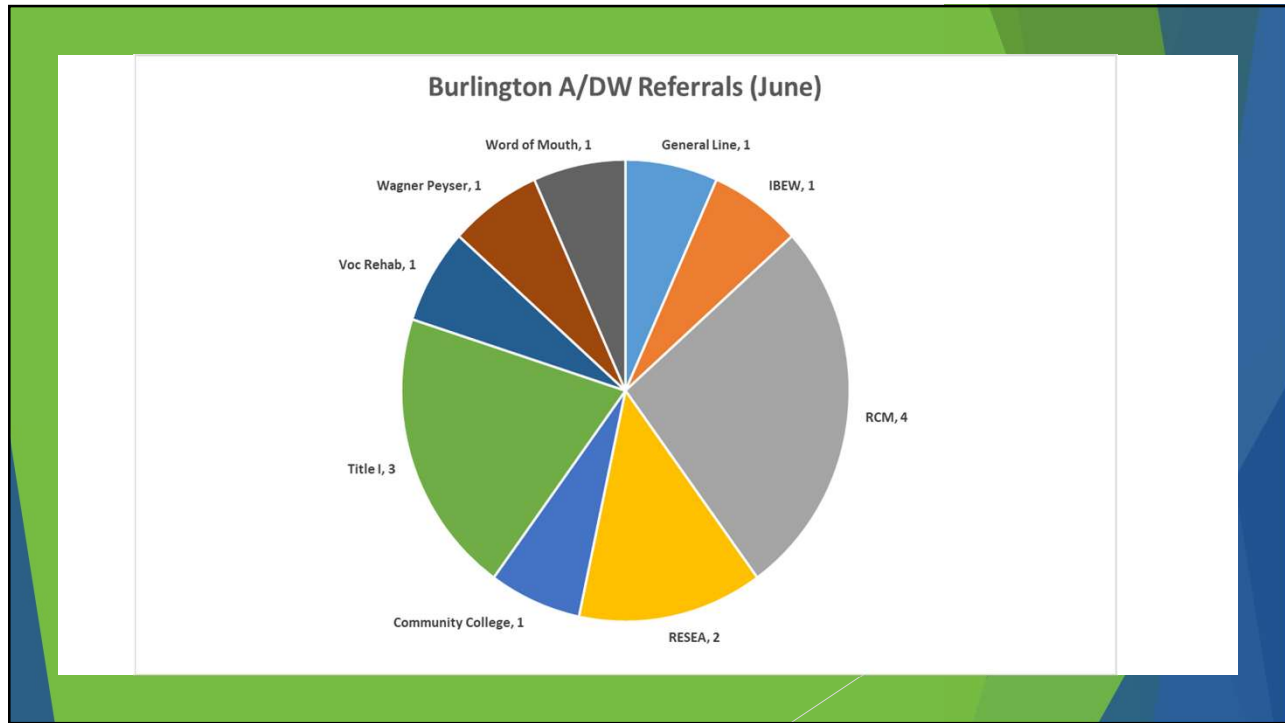
## Rapid Response

- ▶ Received WARN for Lutheran Services in Iowa-May
  - ▶ 64 impacted workers over multiple counties
  - ▶ Virtual/On site Worker Information Meeting held at their Davenport office
- ▶ David's Bridal
  - ▶ Received updated WARN
  - ▶ Cannot get in contact with them-they are not responsive

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## Enrollments

	June	YTD Goal	YTD Actual	% of Goal
Adult	6	125 (Total)	75	
Dislocated Worker	1	125 (Total)	63	110%
National Dislocated Worker Grant	0	40 co-enrolled	127	315%

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## Caseload

### Adult

- ▶ 68 Active
- ▶ 113 Follow Up
- ▶ 36.2 Average caseload
- ▶ 11 Exit
  - ▶ 6 Employed
  - ▶ 3 Not employed
  - ▶ 1 Unknown
  - ▶ 1 Stay at Home Mom

### Dislocated Worker

- ▶ 96 Active
- ▶ 64 Follow Up
- ▶ 32 Average caseload
- ▶ 2 Exit
  - ▶ 2 Employed

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## Occupational Skills Training

	June	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	4	125	148	118%

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## Work Based Learning

	June	YTD Goal	YTD Actual	% of Goal
Work Based Learning	5	30	30	100%
NDWG OJT	0	28	3	11%

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IA MISSISSIPPI VALLEY IOWA ADW	06/09/23	Megan Race does exceptional! She has helped me through every step of the program.
IA MISSISSIPPI VALLEY IOWA ADW	06/09/23	N/A
IA MISSISSIPPI VALLEY IOWA ADW	06/06/23	Samuta Amrik was incredibly welcoming and helpful. I very much liked how she explained to me and helped me to understand. She is patient, friendly, and like helping people. I love my experience with her. She is a wonderful and special person. "I had a wonderful experience and I would highly recommend this company"
IA MISSISSIPPI VALLEY IOWA ADW	06/20/23	The support I received has helped me achieve my goals and encourage me to keep going.
IA MISSISSIPPI VALLEY IOWA ADW	06/20/23	They were really nice and explained everything to Me and answered all my questions
IA MISSISSIPPI VALLEY IOWA ADW	06/09/23	Very friendly and very helpful awesome.
IA MISSISSIPPI VALLEY IOWA ADW	06/06/23	You guys do amazing


**93.96% Customer Satisfaction Rate**

**23 Surveys completed**


Legacy in Action

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## Legacy in Action



323 SURVEYS



94.22% OVERALL CUSTOMER SATISFACTION RATE FOR PY22

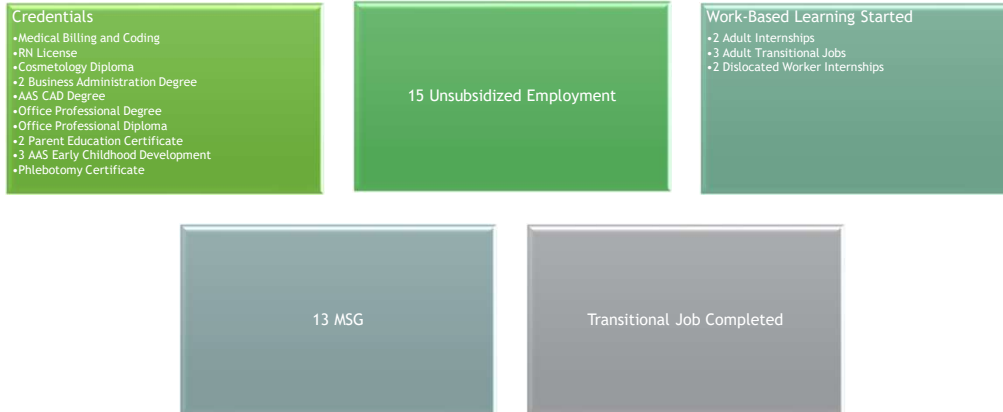
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- ▶ 1 Enrollments
  - ▶ Retail, Scott County

## Dislocated Worker Industries

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## Outcomes



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## Participant Highlights

1. Scott Co. adult participant (SNAP) successfully completed Phlebotomy Technician training at EICC and earned a MSG and Credential. Participant is currently employed part-time as a Direct Support Professional at Imagine the Possibilities in Bettendorf, has interviewed for a Lab Assistant/Phlebotomy position with Unity Point Health and is waiting to hear.
2. Scott Co. adult participant (SNAP) successfully completed her Transitional Job as a Medical Supply Sales Associate with Main at Locust Pharmacy and was hired on as a permanent employee. Participant had previously worked as a CNA for several years, and is planning to attend EICC in Fall 2023 to pursue her Associate Degree in Nursing. Her Transitional Job provided her with additional skills and background knowledge that will be transferrable to a career in Nursing.
3. Scott Co. DW participant was laid off from a food service manager position after 8 years of employment. Participant would like to change her career and pursue employment in the healthcare industry. Participant was enrolled into WIOA Title I and referred to Visiting Angels for a Transitional Job as a Caregiver, which she started on 6/14/23. Participant received support services to obtain scrubs for work, as well as to get set up with car insurance so that she can travel to care for her patients around the QC area.
4. Scott Co. adult participant (SNAP) was reverse referred by Stuff Etc. for a work-based learning. She was enrolled into WIOA Title I and started a Transitional Job with Stuff Etc. on 6/16/23. Participant has disabilities, and WIOA Title I is coordinating with both the WBL Employer and Vera French's job coaches to ensure participant's success.
5. Louisa Co. adult participant (SNAP) was enrolled into WIOA Title I and started a Transitional Job with Cedar River Ranch on 6/19/23. Participant's previous experience has been in food service and customer service, however participant has not been employed in over a year due to various barriers, including homelessness, substance abuse, and justice involvement.

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# Title III Report

# MVWA Title III Report June 2023

## Services Provided:

Majority of services are UI assistance, resume, employer events, and title I and veteran case management. Obviously, we provide many services, workshops, and make referrals to partner/outside agencies.

Most individuals coming into the center are for UI with a re-employment Case Manager in place we can identify needs even if the customer isn't asking.

RCM Customers get more one on one assistance and the more referrals to partner agencies due to working with them closely and this is from both RCM and 1<sup>st</sup> contact CP assigned to RCM in the AJC which we have 4 plus (an onsite RESEA and RCM CPs)

What we learn from RCM is how to engage people in a 15-to-20-minute phone call. Doing the W-P with them helps because it asks all those questions that lead to a possible partner agency referral or DAT/TEB or community agency information/referral etc.

## Labor Market:

The labor market in both the southern and northern counties of the workforce area is currently experiencing a shortage of workers, with many employers struggling to fill open positions. This is due in part to a low unemployment rate and an aging workforce. The region's economy is heavily reliant on manufacturing and agriculture, with healthcare and education also being major industries. Wages in the area tend to be lower than the national average, though there are some higher-paying positions available in certain sectors. Overall, the labor market in the Mississippi Valley Region is competitive and presents opportunities for **skilled** workers.

The trend suggests that the local economy is recovering from the pandemic, but there still may be challenges in finding enough workers to fill open positions. Employers in the area may need to offer competitive wages and benefits to attract and retain workers.

Example: Siemens Gamesa is offering a great starting salary of 20 plus hourly, **18 paid days immediately on hire**, 6% match 401 K, medical and life insurance. I don't think companies that bump their pay from \$13.00 to \$15.00 are going to attract that good skilled worker. It is a job seeker's market for sure.

# Title III June Report

## Services Provided

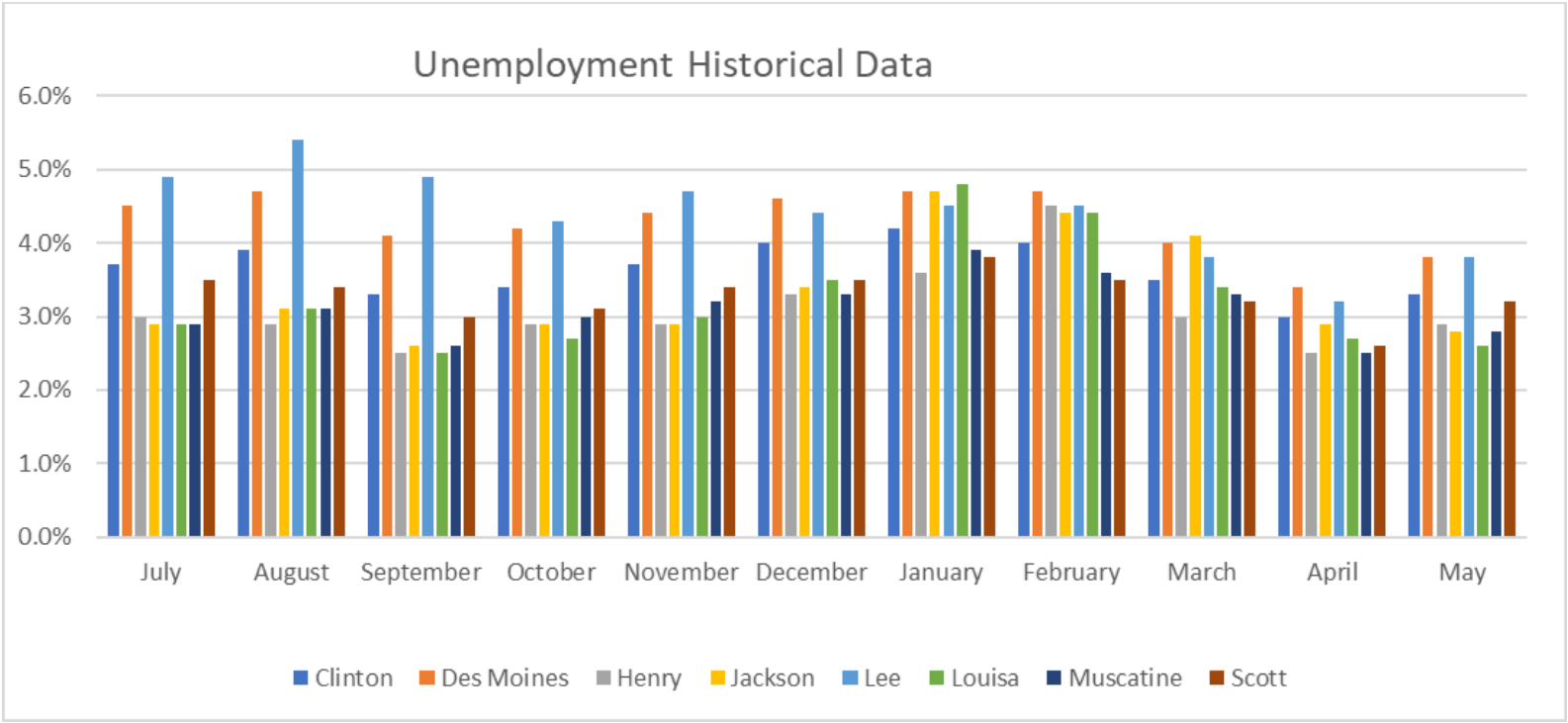
	Burlington	Davenport
<b>Staff Assisted by Individual</b>	847 Services for 193 Individuals	1663 Services for 311 Individuals
<b>Services Provided to Veterans</b>	70 Services for 15 Veterans	94 services for 24 Veterans
<b>Individuals Enrolled</b>	127	179

## Labor Force Data

County	Apr-23		May-23	
	In Labor Force	Unemployed	In Labor Force	Unemployed
<b>Clinton</b>	22,530	680	22,620	760
<b>Des Moines</b>	18,270	630	18,380	700
<b>Henry</b>	9,500	240	9,440	280
<b>Jackson</b>	10,810	310	10,830	300
<b>Lee</b>	14,730	480	14,740	560
<b>Louisa</b>	5,960	160	5,960	160
<b>Muscatine</b>	20,880	520	20,890	600
<b>Scott</b>	88,800	2,300	89,560	2,880

## Unemployment Rate

County	July	August	September	October	November	December	January	February	March	April	May
<b>Clinton</b>	3.7%	3.9%	3.3%	3.4%	3.7%	4.0%	4.2%	4.0%	3.50%	3.00%	3.30%
<b>Des Moines</b>	4.5%	4.7%	4.1%	4.2%	4.4%	4.6%	4.7%	4.7%	4.00%	3.40%	3.80%
<b>Henry</b>	3.0%	2.9%	2.5%	2.9%	2.9%	3.3%	3.6%	4.5%	3.00%	2.50%	2.90%
<b>Jackson</b>	2.9%	3.1%	2.6%	2.9%	2.9%	3.4%	4.7%	4.4%	4.10%	2.90%	2.80%
<b>Lee</b>	4.9%	5.4%	4.9%	4.3%	4.7%	4.4%	4.5%	4.5%	3.80%	3.20%	3.80%
<b>Louisa</b>	2.9%	3.1%	2.5%	2.7%	3.0%	3.5%	4.8%	4.4%	3.40%	2.70%	2.60%
<b>Muscatine</b>	2.9%	3.1%	2.6%	3.0%	3.2%	3.3%	3.9%	3.6%	3.30%	2.50%	2.80%
<b>Scott</b>	3.5%	3.4%	3.0%	3.1%	3.4%	3.5%	3.8%	3.5%	3.20%	2.60%	3.20%





## \*Laptop Checkout Policy Modification

**Reason** – Updating the language of the policy to include returning the laptop late could result in loss of privileges to use the laptop and not returning it at all could result in criminal charges being filed.

**Documents Included** – Policy with proposed new language.

**Action Requested** - The request is to modify the policy with the new language.



## Laptop Checkout Policies and Procedures

**Approved Date:** July 26, 2021

**Effective Date:** July 26, 2021

**Amended Date:** N/A

### A. General Provisions

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1. Please take a moment to read over the following policies and make sure you understand the responsibilities in regard to acceptable Chromebook usage.
  - a. Laptops must be carried in a sturdy book bag, or the laptop case provided.
  - b. All use of the laptop must be for employment search and attainment purposes.
  - c. Inappropriate use will result in the laptop checkout being suspended.
  - d. Participant will assume full responsibility for the device during the time the Participant checked out the laptop.
    - i. Any intentional or unintentional damage will be the responsibility of the person who has signed out the laptop.
    - ii. Common damage and costs for repairs include key damage or loss = \$8.00, per key screen damage = \$40.00, keyboard damage = \$25.00, total replacement of laptop = \$800.00, charging cord=\$35, and case=\$20

### B. Damage can be avoided by following these simple rules

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1. Do not loan or allow the laptop to be used by another person.
2. Do not leave the laptop unattended.
3. Do not eat or drink while using the laptop. The laptop should not be near any food or drink.
4. Do not place the laptop on or in areas where it could be stepped on or sat on, such as leaving it on the floor or in a chair.
5. Do not leave the laptop near the edges of a table or desk.
6. Do not have the laptop open as you are moving from place to place.
7. Do not carry the laptop by holding the screen.
8. Participant assumes full responsibility for reporting device problems, breakage, damage, loss, or theft.
9. Participants are not allowed to deface the laptop in any way with writing, stickers, etc.
10. Participants are not allowed to download or install any programs, files, images, etc. onto the laptop.
11. Participants are not allowed to tamper with the settings on the laptop or remove files pre-loaded/downloaded on the device.
12. Participants are not allowed to override, bypass, or change the Internet filter settings.
13. Participants are not allowed to be on unauthorized websites.

14. Participants are not allowed to trade the laptop with other participants or loan the laptop to other participants or other people.
15. Identifying stickers, serial numbers, or tags should not be removed from the laptop at any time.
16. Failure to utilize laptop properly will result in a loss of use of laptop.

**C. Issuing of Laptops**

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1. Participant will be issued a laptop with a specific serial number.
2. The laptop will be issued to the Participant by a program representative of their local IowaWORKS office, for a specific period (not to exceed 90 days), and agreed upon by Participant and the local Career Navigator.
3. If the participant must travel out of town while in charge of the laptop, the Participant will return and check in the laptop prior to travel. Participant will notify and coordinate turning in the laptop prior to travel.
4. Participants should follow the policies and procedures of Mississippi Valley Workforce Area IowaWORKS centers for picking up and returning devices daily or weekly, as predetermined.
5. ~~Failure to return the laptop~~ Returning the laptop later at the end of then the agreed upon time and day may result in a loss of privilege and use of the laptop.

**D. Sign Out Process**

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1. Laptops may be checked out daily in the presence of an authorized representative at the IowaWORKS office. Laptops will be returned on the agreed upon date/time.
2. For in center/classroom use the laptop checkout policies and procedures will be signed by the participant and kept on file.

**I have read the laptop policies above and agree to comply with them as stated. I also understand that any violation of these procedures may constitute my loss of Chromebook privileges. I also understand that should the laptop not be returned criminal charges may be filed.**

- Day Use  
And/or
- I am checking out the laptop # \_\_\_\_\_
- For time period:  
Check out day and time: \_\_\_\_\_  
Planned return day and time: \_\_\_\_\_  
Returned day and time: \_\_\_\_\_

\_\_\_\_\_  
Participant Int.

\_\_\_\_\_  
PARTICIPANT NAME (please print)      PARTICIPANT SIGNATURE      DATE

\_\_\_\_\_

STAFF NAME/TITLE (please print) STAFF SIGNATURE

DATE